the PULSE

BOSTON, MASS. MARCH, 1963

NEW ENGLAND DEACONESS HOSPITAL

VOLUNTEERS HAVE NEW OPPORTUNITIES TO ASSIST AT NEDH

The Volunteer Office reports that opportunities for volunteer work at the Deaconess Hospital are developing and expanding.

For many years the Friends of the Deaconess have given devoted service to the hospital through their established projects, the Coffee Shop, the Flower Shop, the Gift Shop, the Thrift Shop and Diversional Therapy. These projects evidence a warm interest in the hospital and produce strong financial support.

In addition to the many volunteers who work under the sponsorship of the Friends, there are others whose services to hospital departments are channeled directly through the Volunteer Office. The jobs being done by volunteers vary widely, including skilled professional services as well as some routine tasks which are done willingly by volunteers simply because they need to be done.

The Volunteer Office tries to be alert to new areas of opportunity for volunteers within the hospital. A few of the jobs which have been undertaken by volunteers recently include the following:

Two high school girls who plan to

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DR. COPELAND DIRECTING NATIONAL LAB QUALITY CONTROL 'REVOLUTION'

One of the most significant contributions to modern medicine and medical research is a "revolution" taking place quietly and progressively in the laboratories of American hospitals.

It is a change which, perhaps, lacks the drama of great surgery, or the impact of a "miracle drug."

But this system, which gives new precision to laboratory tests, will ultimately effect everyone from birth to death.

It will enable doctors to follow, accurately and repeatedly, the chemical changes within a patient's body which determine the trend of his health. It will, in increasingly greater degree, enable doctors to diagnose illness and determine therapy with added speed and precision.

It will enable a patient to undergo laboratory tests anywhere in the United States — eventually most of the world — with the same standards of accuracy, with the same basis for measurement.

This revolutionary system is called quality control — a term long familiar to industry.

Since the 1920's, firms concerned with quantity production have set up methods of quality control to guarantee that every unit has the same standards as every other unit.

Each automobile engine manufactured by a certain company, for example, must be the same as the others produced. Otherwise they differ in efficiency and customers would lose confidence.

Each box of corn flakes, each set of spark plugs, etc., is the same as others made by the respective manufacturer.

Now quality control is being introduced to hospital laboratories throughout the United States to eliminate, insofar as possible, error and inconsistency in clinical testing.

One of the first hospitals in Boston to devise and adopt a system of quality control was the New England Deaconess. This was accomplished in early 1955.

Now, Dr. Bradley E. Copeland of the Deaconess, a pioneer and leader in the field, is directing a program to introduce quality control to all hospitals in the nation. He is doing this as chairman of the Council on Clinical Chemistry of the American Society of Clinical Pathologists.

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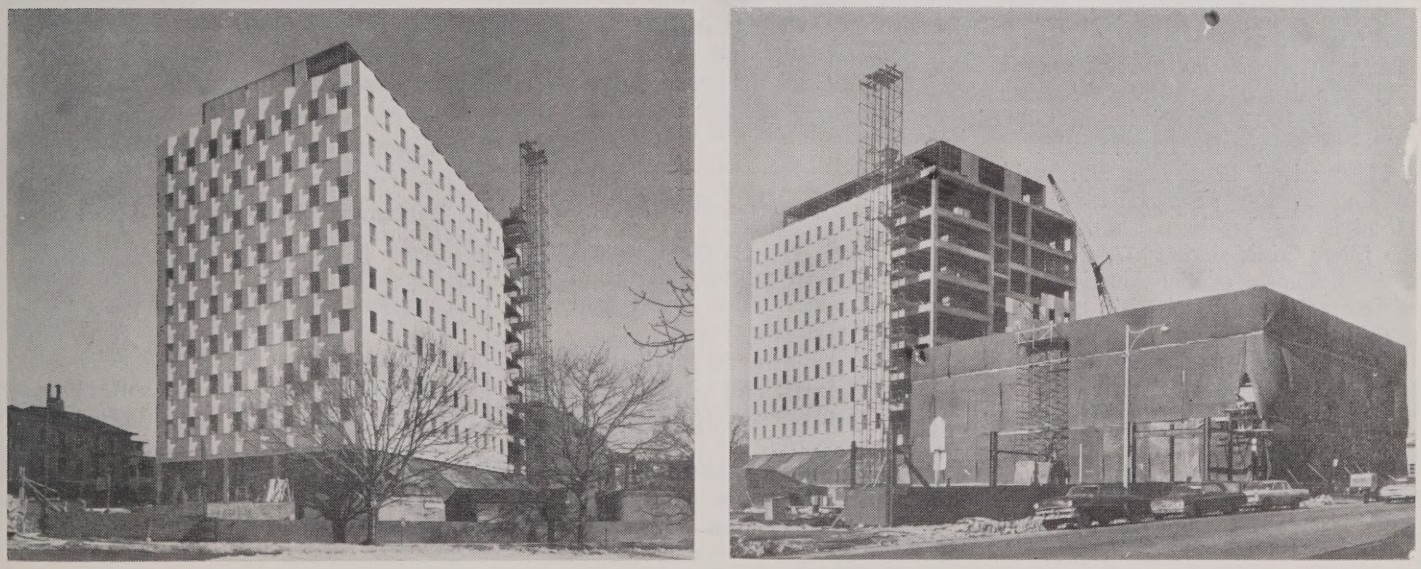

NEW OFFICE BUILDING AND PARKING FACILITY RISING AT BROOKLINE AVE. AND RIVERWAY

PROUD STUDENTS — Newly capped students of the School of Nursing on stage of Joslin Auditorium during ceremonies held March 1.

Dr. Hurxthal Retires; Plans Research Study

DR. LEWIS M. HURXTHAL

Doctor Lewis M. Hurxthal, noted endocrinologist and staff member of the New England Deaconess Hospital since 1957, retired from active practice on December 31, 1962. He will devote his time to research in bone and thyroid diseases under grants from the United States Department of Public Health and the Lahey Foundation. He is particularly interested in continuing his studies in osteoporosis.

A native of Knoxville, Tennessee, Dr. Hurxthal attended Kenyon College and Harvard College. Following his graduation cum laude from Harvard Medical School in 1923, he studied at Ortner's Clinic in Vienna for four months.

He received his intern and resident training at the Massachusetts General Hospital and has been on the staff of the Lahey Clinic since 1927.

A Diplomate of the American Board of Internal Medicine, he is a member of the American Medical Association; Massachusetts Medical Society; Society for Clinical Investigation (Emeritus); American College of Physicians; Massachusetts Heart Association — President, 1952-1954; New England Cardovascular Society.

He has authored several books: "Clinical Endocrinology" (with Natalija Musulin, M.D.) and "Practical Endocrinology", as well as numerous papers in Medical Journals.

He is married to the former Dorothy Lazure and they have four children and five grandchildren.

62 STUDENTS IN CAPPING CEREMONY

Sixty-two students at the New England Deaconess Hospital School of Nursing were awarded their coveted caps on March 1 at ceremonies in Joslin Auditorium.

R. D. Lowry, executive director, presented greetings to the first-year class and their guests. The capping was conducted by Miss Ellen D. Howland, director of the School of Nursing, and Miss Joan Randle, associate director.

Chaplain Rudolph L. Samuelson opened the program with the invocation. The song, "Climb Every Mountain", was sung by a group of second and third year students, including Jacqueline Fenelon, Linda Abbott, Nancy Price, Cheryl Fortier, Evelyn Boston, Sharon Hejduk, Ellen Pride, Carolyn Dittmer and Jane Pulsifer. They were accompanied by Jeanne Weston.

After receiving a cap, each student lit a candle and carried it to her place in front of the platform with other members of her class. The students then recited the Florence Nightingale pledge, led by Judith A. MacDonald, president of the Student Faculty Organization.

The newly-capped students marched out of the auditorium singing "Follow the Gleam," with their candles illuminating the darkened hall.

Students of the Class of 1965 who received scholastic honorable mention were Janis C. Crowley, Alice F. Farquhar, Margaret J. McGrath, Charon A. Pierson, Marsha A. Soar, Susan E. Walsh and Claire H. Wright.

The capping ceremony is one of the most significant and symbolic events for a student because it marks the completion of the first step toward becoming a nurse. Receiving a cap signifies the successful completion of the basic fundamentals of nursing techniques and six months of science courses taken on affiliation at Simmons College.

Successfully finishing this "first step" qualifies the student for study and practice in medical-surgical nursing.

After the ceremony, a reception was held in the cafeteria.

PLEASE!

Will you please bring your magazines to the Friends of the Deaconess office when you are through with them?

A volunteer is hoping to keep the lobbies and patient and visitor rest areas supplied with reading material.

A magazine to read helps so much to pass the time.

HERE AND THERE

Miss Gladys Harrison, an employee at the Deaconess Hospital for 13 years before retiring, due to ill health, has been chosen one of Greater Lynn's "Women of the Year". Her specific title is "Protestant Woman of the Year — 1962".

"I wish to express my sincere gratitude to all those who offered their sympathy and encouragement to me during my recent bereavement."

— Hedy Scharbach

LAB QUALITY CONTROL IS MAJOR ADVANCE

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Pathologist Copeland explains that after World War II it became evident through nationwide sampling and other means that measurements in laboratory medicine were not perfect . . . "our tools were not as sharp as we thought they were."

Small irregularities could cause inconsistent results in a test series. Chemicals used in testing could differ from day to day, or from batch to batch. A component in a machine could be burned out, causing slightly different results.

A patient could take a test — hemoglobin, for example — at a hospital in Boston one week and then the same test at a hospital in San Francisco in a subsequent week with radically different results. Lack of national standards and differing techniques would be the cause.

Dr. Copeland's council has now obtained and placed in effect needed national standards. Thus, a physician has a yardstick, regardless of the geographical shifting of a patient. The physician can have confidence: he can tell whether a change in a particular measurement is significant or not.

Similarly, quality control in our laboratories enables a physician to follow a patient throughout his life. Periodic cholesterol and hemoglobin measurements begin to mean something, just as periodic blood pressure measurement and chest X-rays have become standard practice.

The doctor, for instance, may have tests taken when a child is 10 years old and again in later years, even to old age. If he knows the basic standards were the same each time, he has a guarantee that any changes in the results are valid and meaningful. Corrective therapy may be instituted earlier in the course of degenerative diseases.

Quality control achieves economy for both the hospital and patient because it eliminates errors which are wasteful of time and require painstaking repetition.

How is quality control achieved? Here's an example:

The new tests for chemicals in the blood are performed on blood serum samples. Therefore, a standard serum is sent through the measurement procedure once or more times each day. When the control serum fits the correct specifications, the "in control" signal is given.

When specifications are not met, the "out of control" signal is given and all measurements stop until the fault is corrected.

The new look in the hospital clinical pathology laboratory is the set of trim and precise quality control graphs showing the quality control status of all tests at all times. These are proudly displayed in the laboratory.

Dr. Copeland estimates that three to six months are required for a clinical laboratory to "get all the wrinkles worked out" and quality control established.

He believes that the national campaign now underway will see quality control in all hospitals before long.

Everyone who is a patient or potential patient — which is every man, woman and child — will benefit from this silent revolution called quality control.

UNIQUE X-RAY COURSE AT NEDH

More than 50 X-ray technicians from major hospitals throughout Massachusetts are enrolled in a unique "atomic age" course at the New England Deaconess Hospital under the sponsorship of the Massachusetts Society of X-ray Technicians.

In the first such statewide course of instruction in the nation, the hospital technicians and other members of the society are spending one night weekly for 20 weeks studying such subjects as Nuclear Physics, biological effects of radiation, and advanced mathematics.

This "pilot" course has a twofold purpose: to teach the fundamentals of handling and using Isotopes, and to prepare the groundwork for examinations which, beginning in 1964, will require all candidates for registration as x-ray technicians to have a knowledge of Isotopes.

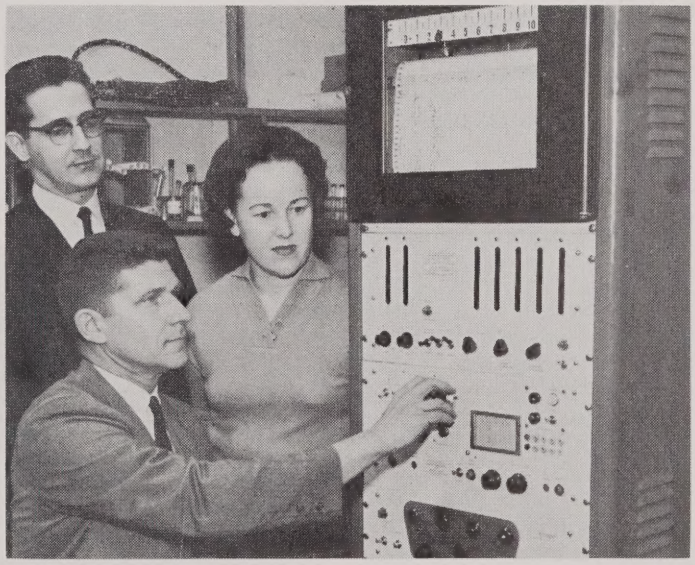
Instructors are scientists and leading physicians from the Deaconess, Massachusetts General, Beth Israel, Peter Bent Brigham, New England Baptist, and Massachusetts Memorial Hospitals.

Director of the course is Charles K. Spalding, radiation engineer at the Cancer Research Institute of the Deaconess Hospital and technical advisor to the Massachusetts Society of X-ray Technicians.

The Society, Spalding explains, established the educational program for its members because of the growing use of Isotopes and expanding need of a broader knowledge of radiation in small as well as large hospitals.

In smaller hospitals Isotopes are used mainly in thyroid disease diagnosis. They have many applications in larger institutions, ranging from blood volume studies to therapy and research.

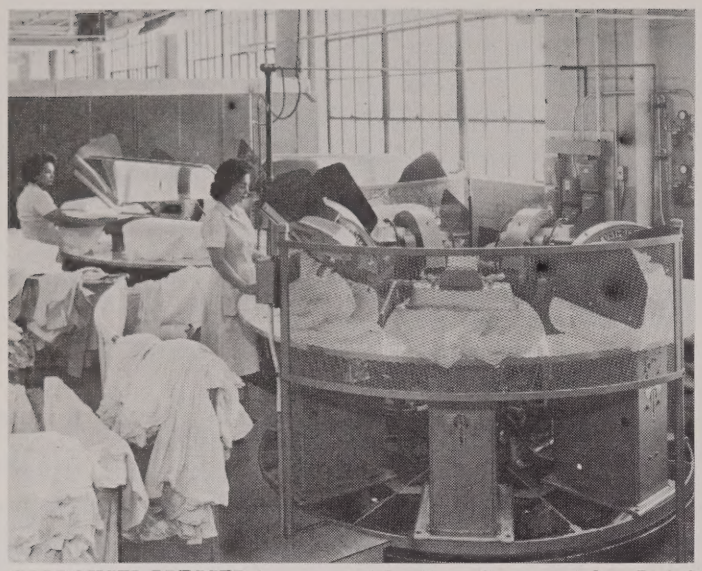
The American College of Radiology has recommended that requirements for registration of X-ray technicians include a knowledge of radiation and Isotopes. The recommendation has been adopted by the American Registry of X-ray Technicians.



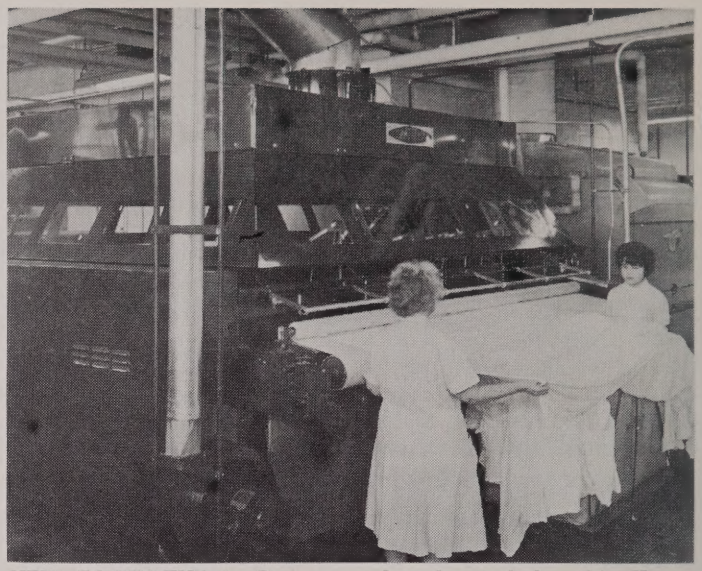
CONCENTRATING — Students in X-ray course watch demonstration by Charles K. Spalding, radiation engineer at CRI and director of the course. Left to right, Roy Shurger, Spalding and Jacqueline Tibbo.

Technicians who have been previously registered will take this first course. Ultimate objective is to provide a course of instruction on the university level in the Boston area for the training of technicians for the nuclear-medical field.

Among the many subjects to be studied are atomic structure, types, measurements, and statistics of radioactivity, laboratory techniques, health physics, clinical uses of radioactive materials and biological effects of radiation.



CARROUSEL PRESSER is operated by Rose Soares, right. At left is Juanita Gonzalez.



NEW EQUIPMENT in Deaconess laundry includes this Hypro-Ironer, being used by Jean Tattan, left, and Carmen Marcial.

75 VIEW NEW LAUNDRY EQUIPMENT

More than 75 hospital laundry managers and other laundry administrators gathered at the Deaconess recently to observe the operation of newly-acquired, ultra-modern equipment in our laundry.

The group, all members of the New England Association of Laundry Managers, selected the NEDH as site for the meeting because it is the first and only hospital in New England to acquire this modern equipment.

The Carrousel Presser, installed last May, operates as a circular turntable with six separate pressing units. It enables two people to do the work previously requiring five.

The Hypro-Ironer, which arrived in December, is manned by four rather than by eight required to run older equipment.

Walter Emery, Deaconess laundry manager, feels that the importance of having modern laundry machinery cannot be over-emphasized because it does a better job with greater economy. In 1945, laundry costs were 3.6 per cent of total hospital expenses, and now are a low 1.8 per cent.

Savings will completely pay for the equipment within a few years, and Mr. Emery interprets the cost reduction as a saving for the patient of about $1 a day.

Leadership of the NEDH laundry in its field is seen in the fact that the American Institute of Laundries named the Deaconess laundry the most outstanding one of its size in the nation in 1962. Their selection was based on both efficiency and high quality of the work.

Currently our laundry handles over two million pounds each year. This is more than 17 pounds per patient per day. When the new office building is completed, there will be a considerable increase. However, with modern machinery this increase will be handled easily.

"It's all a matter of keeping one jump ahead," says Walter Emery.

GRATITUDE EXPRESSED FOR GIFT TO NEEDY

Employees who contributed for the needy instead of sending Christmas cards brought happiness to many who otherwise would have been forgotten on Christmas Day.

Executive Director R. D. Lowry received the following letter of thanks to those employees from the Morgan Memorial:

"How grateful we are for the contribution to our Christmas Fund which came from you and your associates in lieu of Christmas cards.

"I hope that next year many others will follow your example for it will mean more underprivileged children, men and women in homes for the aged, and others in need can be served at the holiday season.

"Gratefully yours, Henry E. Helms, Executive Secretary."

Volunteers

(Continued from Page 1)

study to become medical technologists are working in the Clinical Pathology laboratories two afternoons a week.

Two college students are serving evenings as attendants in the Medical Library.

A suburban homemaker, professionally trained in social work, is a volunteer in Social Service.

A young schoolteacher cares for patients' flowers one evening a week.

Many bilingual volunteers visit with patients who do not speak English. By reading to the patient, interpreting questions and answers, or by just chatting with him and his relatives, these volunteers hope to make the patient feel more at home.

Several volunteers take part in the Diversional Therapy program at Norwich House.

In our effort to care for all our patients, have you a friend or member of your family who might be interested in helping? If so, please contact Mrs. Mary Rossiter, Volunteer Office, Baker 1 or call Extension 335.

REMINDER!

Alpha Services are available to save your time and money. Remember: "Saving or Borrowing put to a test will prove Alpha Credit Union Best!"